



Charlottesville-Albemarle SPCA Job Description

Position: Adoption & Intake Specialist
Job Status: Non-Exempt
Reports to: Adoption & Intake Manager
Revision Date: 7/29/2020

Position Summary:

The Adoption & Intake Specialist delivers welcoming, solution-oriented client services to all visitors of the Charlottesville-Albemarle SPCA. Responsible for ensuring animals are placed in caring and appropriate homes and adopters are counseled on animal care needs. Maintains accurate recordkeeping, provides empathetic counseling, and facilitates a safe and healthy work environment.

Essential Duties / Responsibilities:

- Assists members of the public by matching potential adopters with suitable available pets.
- Facilitates pet adoptions by counseling adopters on animal care needs and processing paperwork.
- Provides prompt and exceptional customer service and clear communication of services via all platforms (in person, email, or telephone).
- Supports community pet retention by tracking and responding to lost and found pet reports.
- Receives incoming animals and accurately files animal records.
- Cleans and cares for animals housed in the Lobby area.
- Receives and promptly distributes donations from members of the public.
- Participates in onsite and offsite adoption, marketing, or fundraising events as needed.
- Provides prompt, exceptional customer service delivery and clear communication of services via all platforms – in person, email, or telephone communication.
- Enters data into shelter database that is prompt, objective, and clear, according to existing protocol.
- Works cooperatively with all departments, staff and volunteers, and provides excellent customer service both internally and externally.
- Maintains an organized and strategically arranged workspace.
- Remains positive and mission focused while under stress.
- Performs other tasks duties as assigned, as requested by the Adoption & Intake Manager.

Physical Requirements and Work Environment

- Ability to lift and transport materials weighing up to 50 pounds
- Ability to humanely handle and effectively communicate a wide array of animal behaviors
- Have a high level of manual dexterity
- The ability to bend and squat and stand for significant periods of time

- Exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals
- Exposure to animals and animal allergens under conditions with limited alternatives available
- Must be comfortable driving a 26' mobile unit as necessary
- Must be available to work weekends and holidays as deemed necessary

Qualifications:

- Associate's Degree preferred
- Animal care experience preferred
- In-depth knowledge of customer service principles and practices required
- Must be highly motivated, with strong communication skills and a professional manner
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision
- Valid Virginia Driver's License